Deleting a Message Template - Admin Panel

Purpose: Explain how to safely remove a template that is no longer needed.

Steps

1. Open **Admin > Copilot Settings > Message Templates**.
2. Find the template you want to remove.
3. Click the **Delete** icon (trash).
4. In the confirmation dialog **Are you sure you want to delete?**, click **Submit** to confirm or **Cancel** to keep the template.

Result

The template is removed from the list and is no longer available to users.

Tips and good practices

- Delete only templates that are unused or outdated.
- If a message needs temporary removal, consider adding “Do Not Use” to the heading first, then delete after team review.
- Export or copy the message text to a safe place before deletion if you might need it later.

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